



IFW 2672 6

ATTORNEY DOCKET NO. 19333.0001U1  
PATENT

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

In re Application of	)	
	)	
Manasseh, et al.	)	Art Unit: 2622
	)	
Application No. 10/506,368	)	Examiner: Not Assigned
	)	
Filing Date: January 21, 2005	)	Confirmation No. 1079
	)	
For: A SYSTEM AND METHOD FOR	)	
TRAVELER INTERACTIONS	)	
MANAGEMENT	)	

**INFORMATION DISCLOSURE STATEMENT**

**Mail Stop Amendment**  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

NEEDLE & ROSENBERG, P.C.  
Customer Number 23859

Sir:

Pursuant to the requirements of 37 C.F.R. § 1.56, submitted herewith on the accompanying Information Disclosure Statement List is a listing of documents known to Applicants and/or their attorneys. In accordance with 37 C.F.R. § 1.98(a)(2), copies of any cited U.S. patent or U.S. patent application publication documents are not enclosed. Copies of any cited foreign patent document and/or any non-patent publication are enclosed.

This Information Disclosure Statement is believed to be filed in a timely manner pursuant to 37 C.F.R. § 1.97(b)(3), in that a first Office Action on the merits of the present patent application has not yet been mailed to Applicants.

ATTORNEY DOCKET NO. 19333.0001U1  
APPLICATION NO. 10/506,368

Consideration of the cited documents and making the same of record in the prosecution of the above-referenced application are respectfully requested.

No fee is believed due; however, the Commissioner is hereby authorized to charge any additional fees which may be required, or credit any overpayment to Deposit Account

No. 14-0629.

Respectfully submitted,

NEEDLE & ROSENBERG, P.C.

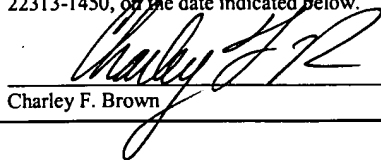


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CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

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4/3/07  
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**INFORMATION DISCLOSURE  
STATEMENT BY APPLICANT**

(use as many sheets as necessary)

**Complete if Known**

Application Number	10/506,368
Filing Date	January 21, 2005
First Named Inventor	Manasseh, et al
Art Unit	2622
Examiner Name	To be Assigned
Attorney Docket Number	19333.0001U1

Sheet 1 of 2

**U.S. PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Document Number Number-Kind Code <sup>2</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear
	1	7,076,427 B2	7-11-2006	SCARANO et al	
	2	6,081,606 A	6-27-2000	HANSEN ET AL	
	3	2002/005898 A1	1-17-2002	KAWADA RYOICHI ET AL	
	4	2004/0249650 A1	12-9-2004	FREEDMAN ET AL	
	5	2004/0098295 A1	5-20-2004	SARLAY et al	
	6	2003/0163360 A1	8-28-2003	GALVIN	
	7	2004/0141508 A1	7-22-2004	SCHOENEGERGER et al.	

**FOREIGN PATENT DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Foreign Patent Documents Country Code <sup>3</sup> -Number <sup>4</sup> -Kind Code <sup>5</sup> (if known)	Publication Date MM-DD-YYYY	Name of Patentee or Applicant of Cited Document	Pages, Columns, Lines, Where Relevant Passages or Relevant Figures Appear	T <sup>6</sup>
	8	WO 02/37856 A1	5-10-2002	DYNAPEL SYSTEMS, INC		
	9	WO 04 091250 A1	10-21-2004	LAIHO, Keijo et al		
	10	EP 1 484 892 A2	8-12-2004	Nortel Networks		
	11	DE10358333 A1	7-14-2005	Siemens AG		

**OTHER PRIOR ART - NON PATENT LITERATURE DOCUMENTS**

Examiner Initials*	Cite No. <sup>1</sup>	Include name of the author (in CAPITAL LETTERS), title of the article (when appropriate), title of the item (book, magazine, journal, serial symposium, catalog, etc.) date, page(s), volume-issue number(s), publisher, city and/or country where published.	T <sup>2</sup>
	12	Chen, et al.; "A Data - Warehouse / OLAP Framework for Scalable Telecommunication Tandem Traffic Analysis"; pp. 1-9.	
	13	Article entitled "CERTAINTY - Automated Quality Monitoring"; SER Solutions, Inc.; 2003; pp. 1-2.	
	14	Article entitled "CERTAINTY - Agent Performance Optimization"; SE Solutions, Inc.; 2005; pp. 1-2.	
	15	Lawrence P. Mark; "SER - White Paper - Certainty Quality Assurance"; SER Solutions Inc.; 2003 -2005; pp. 1-17.	
	16	Reynolds, et al.; "Robust Text Independent Speaker Identification Using Gaussian Mixture Speaker Models"; IEEE Transactions on Speech and Audio Processing; Vol. 3; No 1; January 1995; pp. 72-83.	
	17	Chaudhari, et al.; "Very Large Population Text-Independent Speaker Identification Using Transformation Enhanced Multi-Grained Models"; IBM T.J. Watson Research Center; October 2000; pp.1-4.	
	18	Reynolds, et al.; "Speaker Verification Using Adapted Gaussian Mixture Models"; Digital Signal Processing; Vol. 10; No. 1-3; January/April/July 2000; pp. 19-41.	
	19	Zigel, et al.; "How to deal with multiple-targets in speaker identification systems?"; NICE Systems Ltd.; Audio Analysis Group; pp. 1-7.	
	20	Bimbot, et al.; "A Tutorial On Text-Independent Speaker Verification"; EURASIP Journal on Applied Signal Processing; Vol. 4; 2004; pp. 430-451.	
	21	Muthusamy et al.; "Reviewing Automatic Language Identification"; IEEE Signal	

		Processing Magazine; October 1994; pp. 33-41.	
	22 *	Marc A. Zissman; "Comparison of Four Approaches to Automatic Language Identification of Telephone Speech"; IEEE Transactions on Speech and Audio Processing; Vol. 4; No. 1; January 1996; pp. 31-44.	
	23	Amir, et al.; "Towards an Automatic Classification Of Emotions In Speech"; Communications Engineering Department Center for Technological Education Holon; pp. 1-4.	
Signature		Considered	

\*EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609. Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.

<sup>1</sup>. Applicant's unique citation designation number (optional). <sup>2</sup>. Applicant is to place a check mark here if English language Translation is attached.

This collection of information is required by 37 CFR 1.97 and 1.98. The information is required to obtain or retain a benefit by the public which is to file (and by the USPTO to process) an application. Confidentiality is governed by 35 U.S.C. 122 and 37 CFR 1.14. this collection is estimated to take 2 hours to complete, including gathering, preparing, and submitting the completed application form to the USPTO. Time will vary depending upon the individual case. Any comments on the amount of time you require to complete this form and/or suggestions for reducing this burden, should be sent to the Chief Information Officer, U.S. Patent and Trademark Office, U.S. Department of commerce, P.O. Box 1450, Alexandria, VA 22313-1450. DO NOT SEND FEES OR COMPLETED FORMS TO THIS ADDRESS.

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